

2008 City of Westminster Citizen Survey

Please take a moment to complete this survey. Your input is an important part of the City's future growth and development. Results of this survey will be considered in the revision of the Comprehensive Plan and will help make decisions that affect your community.

Thank you for your participation! Please return the survey in the included postage paid envelope by June 30, 2008.

*** (If you need more than the space provided, please feel free to write your answers on a separate sheet of paper.)***

1. Overall Ratings of the City. Please rate the City of Westminster:

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A	As a place to live						
B	As a place to raise children						
C	As a place to work						
D	As a place to retire						
E	As a place to visit						

2. Please rate the availability and diversity of the following items in the City of Westminster:

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A	Recreational opportunities						
B	Job opportunities						
C	Affordable housing						
E	Shopping						
F	Dining						
G	Entertainment						

3. Overall Ratings of City Services. Please rate your overall satisfaction with the following major categories of services provided in the City of Westminster:

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A	Overall quality of police services						
B	Overall quality of fire & ambulance services						
C	Overall quality of City parks & recreation programs and facilities						
D	Overall maintenance of City streets, buildings and facilities						
E	Overall enforcement of City codes and ordinances						
F	Overall quality of customer service you receive from City						
G	Overall effectiveness of City communication with the public						

4. **City Streets.** For each of the following, please rate your satisfaction:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Maintenance of City streets						
B	Mowing and trimming along City streets & other public areas						
C	Snow removal on major City streets						
D	Overall cleanliness of City streets & other public areas						

5. **Utility and Environmental Services.** For each of the following, please rate your satisfaction:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Residential garbage collection services						
B	Curbside recycling services						
C	Bulk & Yard waste removal services						
D	Quality of water to your home						

6. **Transportation:** For each of the following, please rate your satisfaction:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Ease of driving on City Streets						
B	Ease of driving on MD 140						
C	Ease of traveling by bicycle						
D	Ease of pedestrian travel						

7. Do you have any comments or suggestions about a particular road or intersection in Westminster?

Please List: _____

8. Are you aware that **anyone can ride** the Carroll Area Transit Shuttles (CATS)? ____ Yes ____ No

8a. How often do you or a member of your household ride a Carroll Area Transit Shuttle?

____ Never ____ Once a month ____ Once a week ____ 2 to 4 times a week ____ Everyday

9. **Public Safety:** For each of the following, please rate your satisfaction:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Visibility of police in neighborhoods						
B	Visibility of police in retail areas						
C	The City's efforts to prevent crime						
D	Enforcement of speed limits in neighborhoods						
E	Police response time to emergencies						

10. **Perceptions of Safety and Security.** Please rate how safe you feel in the following situations:

		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A	Walking in your neighborhood during the day						
B	Walking in your neighborhood after dark						
C	Walking in Downtown Westminster (Main Street)						
D	Walking in local retail areas						
E	Overall feeling of safety in the city						

11. Do you have any recommendations or suggestions for improvement for the Police Department?

Please List: _____

12. **Recreation & Parks.** For each of the following, please rate your satisfaction:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Maintenance of City parks						
B	The number of City parks						
C	Walking & biking trails						
D	City swimming pool						
E	The Family Center (Longwell Ave.)						
F	City recreation programs						
G	Ease of registering for programs						
H	Availability of information about Recreation & Parks						

13. How often do you or a member of your household visit a City park or recreation facility?

___ Never ___ Once a month ___ Once a week ___ 2 to 4 times a week ___ Everyday

13a. How many times in the past 12 months did you or a member of your household participate in a City recreation program?

___ Zero ___ 1 to 5 times ___ 6 to 10 times ___ 11 to 20 times ___ More than 20 times

14. Are there additional programs or recreational opportunities that you would like to see offered through Recreation & Parks?

Please List: _____

15. **Economic & Community Development:** Please rate your satisfaction with each of the following City efforts:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	Managing appearance of new development to reflect community character						
B	Preserving the City's historic resources						
C	Revitalizing Downtown Westminster						
D	Creating green space & open space						
E	Working with citizens & community groups to resolve important local issues						

16. How often do you **visit** Downtown Westminster?

___ Never ___ Once a month ___ Once a week ___ 2 to 4 times a week ___ Everyday

16a. What is the nature of your visit(s) to Downtown Westminster? (Please check all that apply)

___ I work Downtown ___ Sporting event
___ I live Downtown ___ Leisure (restaurant, bar, movie, etc.)
___ Cultural event (concert, play, museum, etc) ___ Shopping
___ Festival, parade, or other event ___ Other _____

16b. Do you have any recommendations or suggestions to improve Downtown Westminster?

Please List: _____

17. **City Communication.** For each of the following, please rate your satisfaction:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A	The availability of information about City programs & services						
B	The quality of the City's Website (www.westgov.com)						
C	City leaders' awareness of community problems and issues						
D	Level of public involvement in local decision-making						
E	Ease of transacting business with the City						
F	Overall City management						

18. Where do you go for information regarding City issues, services and programs? For each of the following, please check the type of source of information each item is for you regarding City issues, services and programs.

		Primary Source	Secondary Source	Not a Source
A	Mayor & Common Council meetings			
B	City's website			
C	Newsletters or brochures from City departments			
D	Traveling displays or public bulletin boards			
E	Newspaper			
F	Radio			
G	Television news			

19. In general, how well informed do you feel about the City of Westminster?

___ Very well ___ Well ___ Average ___ Poorly ___ Very poorly ___ Unsure

20. Do you have any recommendations or suggestions to improve the City of Westminster website?

Please List: _____

21. Would you want the option to pay your City utility and tax bills online? ___ Yes ___ No

22. Following is a list of City goals. They are not listed in order of importance or priority. For each goal, please tell us if you think the City should devote *more effort* than now, the *same effort* as now, or *less effort* than now toward achieving it. *Please mark the box that best represents your opinion for each goal.*

	More Effort	Same Effort	Less Effort	No Opinion
Improve Economic Health Includes planning for quality job opportunities, tourist attractions, Downtown revitalization, historic preservation and a variety of choices for retail & dining.				
Improve Environmental Health Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community.				
Improve Neighborhood Quality Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing.				
Create a Safer Community Includes providing reliable police protection and services				
Improve Cultural, Recreational, and Educational Opportunities Includes operating and improving recreational facilities and cultural facilities, providing recreational and cultural programs, maintaining parks, and trails.				
Improve Transportation Includes transportation planning, maintaining roads and traffic operations.				
Provide A High Performing Government Includes communication with residents, internal support functions, City management, Common Council, boards and commissions.				

23. How long have you lived in Westminster?

_____ Less than a year
 _____ 1 to 4 years
 _____ 5 to 9 years
 _____ 10 years or more

23a. Do you think the overall City services provided by the City have improved since you have lived here?

_____ Yes
 _____ No
 _____ Don't Know

24. If you feel some City services should receive **more funding**, please indicate those services: _____

24a. If you feel some City services should receive **less funding**, please indicate those services: _____

25. If you could change **ONE** thing about Westminster, what would you change? _____

26. Would you like to receive periodic City of Westminster newsletters or updates e-mailed to you?

Yes

No

If Yes, Please print your e-mail address:

OR Send us your e-mail address to the City of Westminster Planning Department:
planning@westgov.com

**This service would be used to inform citizens via e-mail, of current news and other general interest items from the City. You may unsubscribe at any time. Your e-mail address will not be released to anyone for any reason.



27. In which area of Westminister do you live? (Please refer to the map on the above to identify where you live.)

Area 1 ____ (South of Tahoma Farm Rd.)

Area 5 ____ (East of 31, North of Main St.)

Area 2 ____ (South of Uniontown Rd., North of Tahoma Farm Rd.)

Area 6 ____ (East of 31, South of Main St)

Area 3 ____ (South of 140, North of Uniontown Rd.)

Area 7 ____ (North of Main St., East of 27)

Area 4 ____ (North of 140, West of 97)

Area 8 ____ (South of Main St., East of Railroad Tracks)

Thank you for taking the time to complete the City of Westminister Citizen Survey. By filling out this survey you have provided the City valuable information to help improve the City of Westminister.

As an incentive to participate in this survey, survey respondents may be entered into a drawing to win a gift certificate. In order to qualify for this drawing please complete the section below and return your survey by June 30, 2008. **If you wish to remain anonymous, you do not need to fill out the information below.**

Name: _____ Address: _____

*** Can the City contact you to follow-up on this survey for additional input or information? ____ Yes ____ No

If you have any questions or comments regarding City of Westminister government, services, employees or programs, we would like to hear them. Please e-mail your questions or comments to planning@westgov.com or mail to:

Citizen Comments
City Hall PO Box 710
Westminister, MD 21158